



Speaking of Quality: Federal Reporting Efforts

Daniel Stryer, MD

**Acting Director, Center for Quality
Improvement and Patient Safety**



Quality of Care Delivered to Medicare Beneficiaries

- Comparison of fee-for-service data for Medicare beneficiaries during '98-'99 and '00-'01
 - Used 22 QIO indicators
 - Improvement on 20 of 22 indicators; average improvement from 69.5% to 73.4% (12.8% relative improvement)
 - New Jersey ranked 43rd
- Jencks et al; JAMA 2003

Federal Efforts to Report on Quality

- National Healthcare Quality Report
- CAHPS®
- CMS Reporting Efforts
 - E.g. nursing homes, hospitals, home health
- Participation in consensus processes
 - E.g. National Quality Forum, Diabetes Alliance

What is the National Healthcare Quality Report?

Mandated by Congress in the Healthcare Research and Quality Act (PL. 106-129):

“Beginning in fiscal year 2003, the Secretary, acting through the Director, shall submit to Congress an annual report on national trends in the quality of health care provided to the American people.”

Why Do We Need a National Report?

- “Chasm” between actual and ideal performance in the US healthcare system
- Amount of healthcare information available to doctors and patients overwhelming
- Yet useable information on quality is lacking

Why Is NHQR Important?

For the first time, the NHQR will:

- Track quality at the national level and state level
- Report on quality in terms understandable by patients and providers
- Give policymakers, researchers and providers information to improve care

Who Has Helped Design The NHQR?

- **AHRQ-led effort starting in 1999**
- **DHHS-wide report:** ASPE, CDC, CMS, HRSA, IHS, NCHS, NIH, SAMHSA (members of NHQR Interagency Workgroup) and Data Council
- **Extensive input from other organizations and stakeholders, including:** QuIC, NCVHS, Congressional staff, AMA, AHA, JCAHO, Midwest Business Group on Health, NAHDO, NASHP, IOM, Members of the public

Conceptual Framework

CONSUMER PERSPECTIVES ON HEALTH CARE NEEDS 2/	COMPONENTS OF HEALTH CARE QUALITY 1/			
	EFFECTIVENESS	SAFETY	TIMELINESS	PATIENT CENTEREDNESS
STAYING HEALTHY				
GETTING BETTER				
LIVING WITH ILLNESS OR DISABILITY				
COPING WITH THE END OF LIFE				

1/ These are the health care aims defined by the Institute of Medicine in *Crossing the Quality Chasm*.

2/ Adapted from the Foundation for Accountability's Consumer Information Framework.

NOTE: EQUITY IS ANOTHER COMPONENT OF HEALTH CARE QUALITY AND APPLIES TO EACH CELL OF THE MATRIX.

What Will Be The Impact Of The First NHQR?

- For Department - unifying tool for measurement and improvement initiatives
- For States - supports State and local quality reporting efforts
- For Nation - baseline to judge future performance of entire health care system



Boys, the team statistician will now explain why our record of 23 wins and 59 losses is very, very good.

CAHPS®

- Initially objective was to develop greater consensus around instruments for consumer assessment of health plans, develop reporting formats, and implement surveys broadly
- CAHPS users- 123 million and counting:
 - NCQA (HEDIS), CMS, State agencies, OPM, DoD, employers and purchasing coalitions, health plans, others
- Includes FFS and MCO, Medicaid and commercial, adult and child questionnaires

CAHPS® II

- More emphasis on reporting and use of CAHPS for improvement; movement beyond plans
- New instruments under development
 - Provider, provider group, and health plan levels
 - People with mobility impairments, ESRD
 - Hospital and nursing homes
- www.CAHPS-sun.org

Hospital CAHPS®

- Under development
- Build on existing research and surveys
- Domains: respect for patients' values, preferences, expressed needs; integration/coordination of care; communication; physical and emotional comfort; family/friend involvement; continuity and transition; access to care
- Partnership with CMS to test and implement instruments
- ETA: December 2003

CMS Reporting Efforts

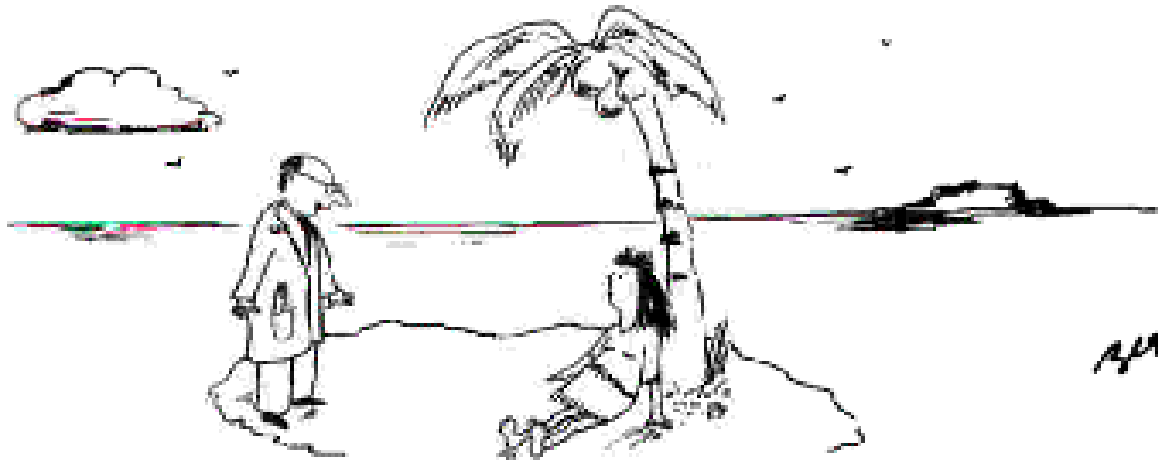
- Focused on improving accountability and consumer choice
- Nursing Home Compare- detailed information about past performance of every Medicare and Medicaid certified Nursing Home (NH)
- On the horizon- hospital reporting, home health
- Hospital reporting- will initially focus on technical measures of quality

National Quality Forum

- Created to develop and implement a national strategy for healthcare measurement and reporting
- Public-private partnership
- Outgrowth of the President's Advisory Commission on Consumer Protection and Quality in the Health Care Industry
- Councils- member, consumer, purchaser, provider/health plan, and research/quality improvement

Diabetes Alliance

- Example of a voluntary organization composed of major stakeholders to develop consensus around quality measurement
- Diabetes Alliance- convened by AMA; includes ACP-ASIM, AHRQ, CMS, VA, ADA, NIDDK, and others
- Measures have been adopted by NCQA and others



“Of course, feel free to get a second opinion.”